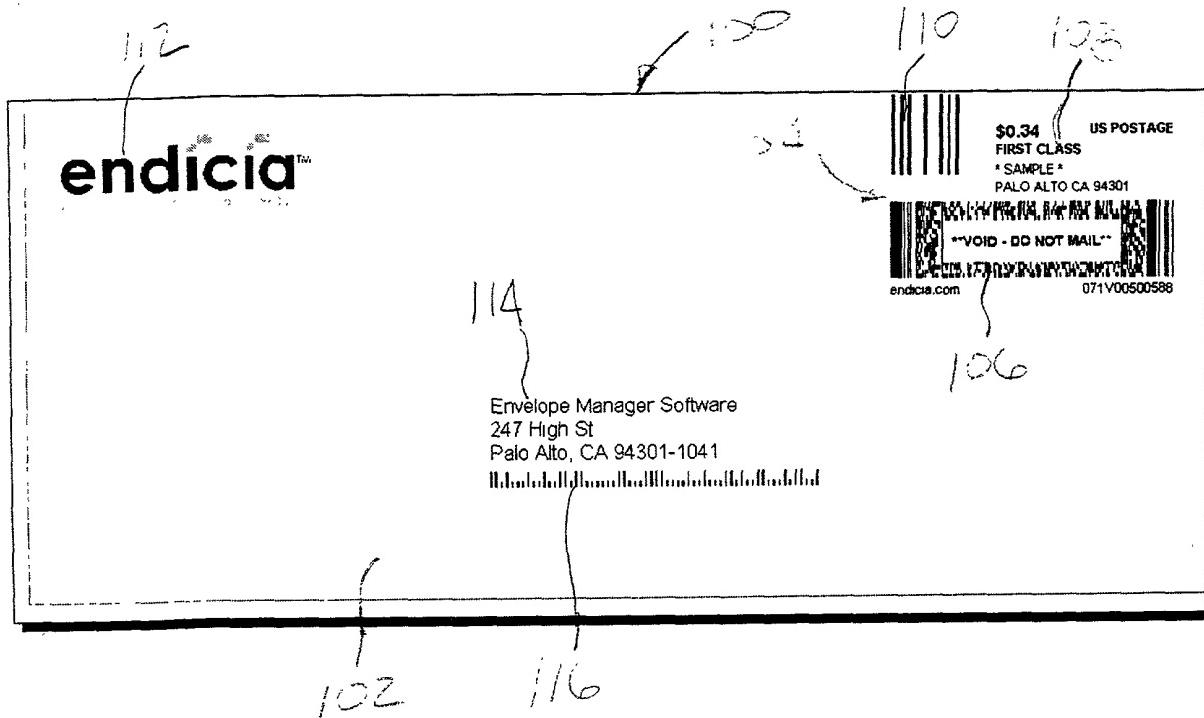


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FIG. 1 (PRIOR ART)



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FIG. 2

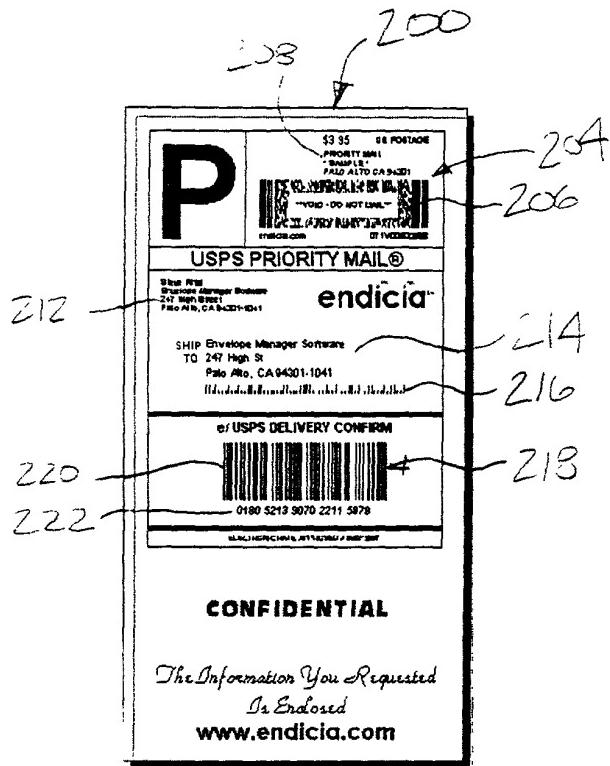


Fig. 3

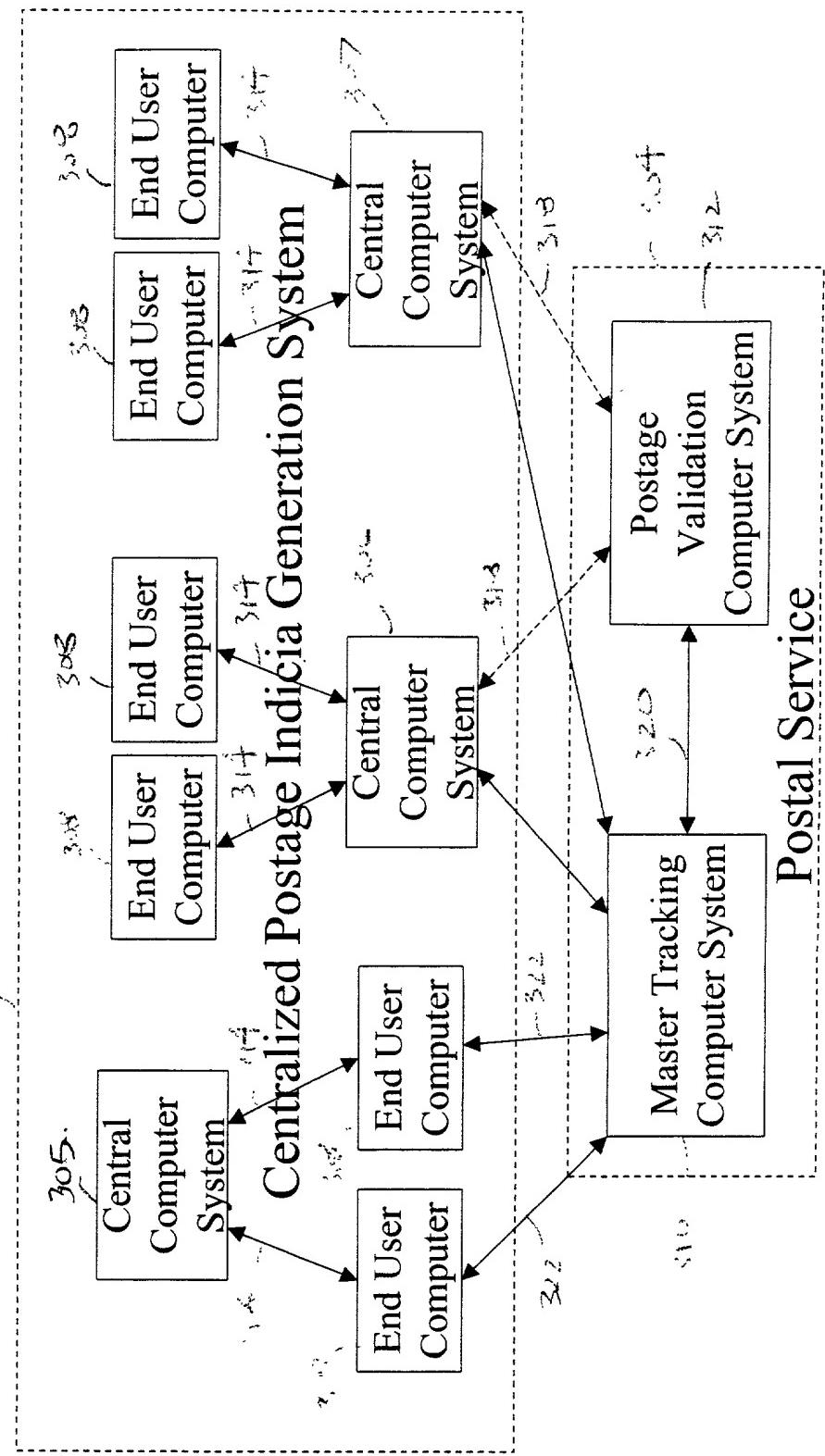
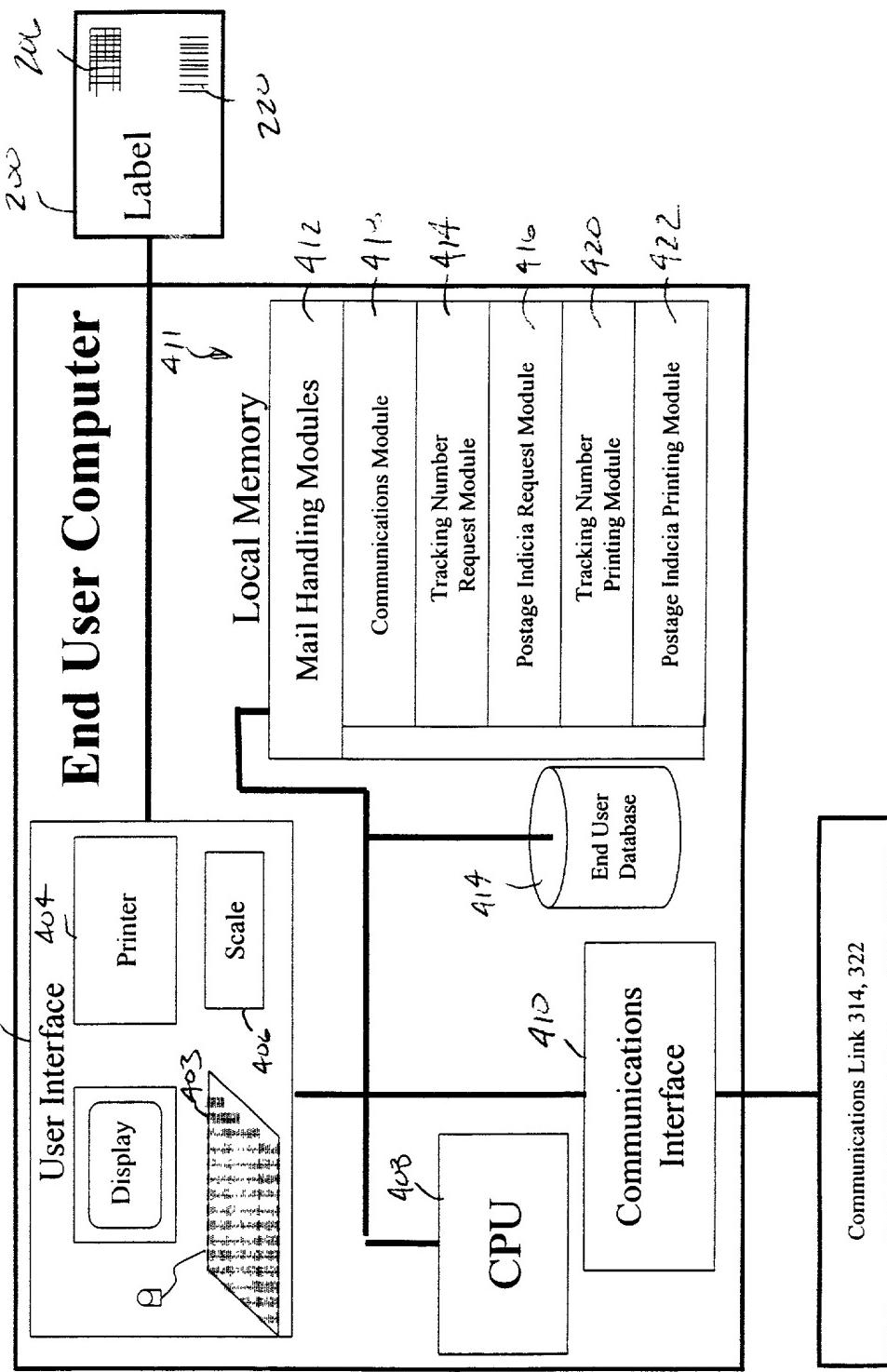
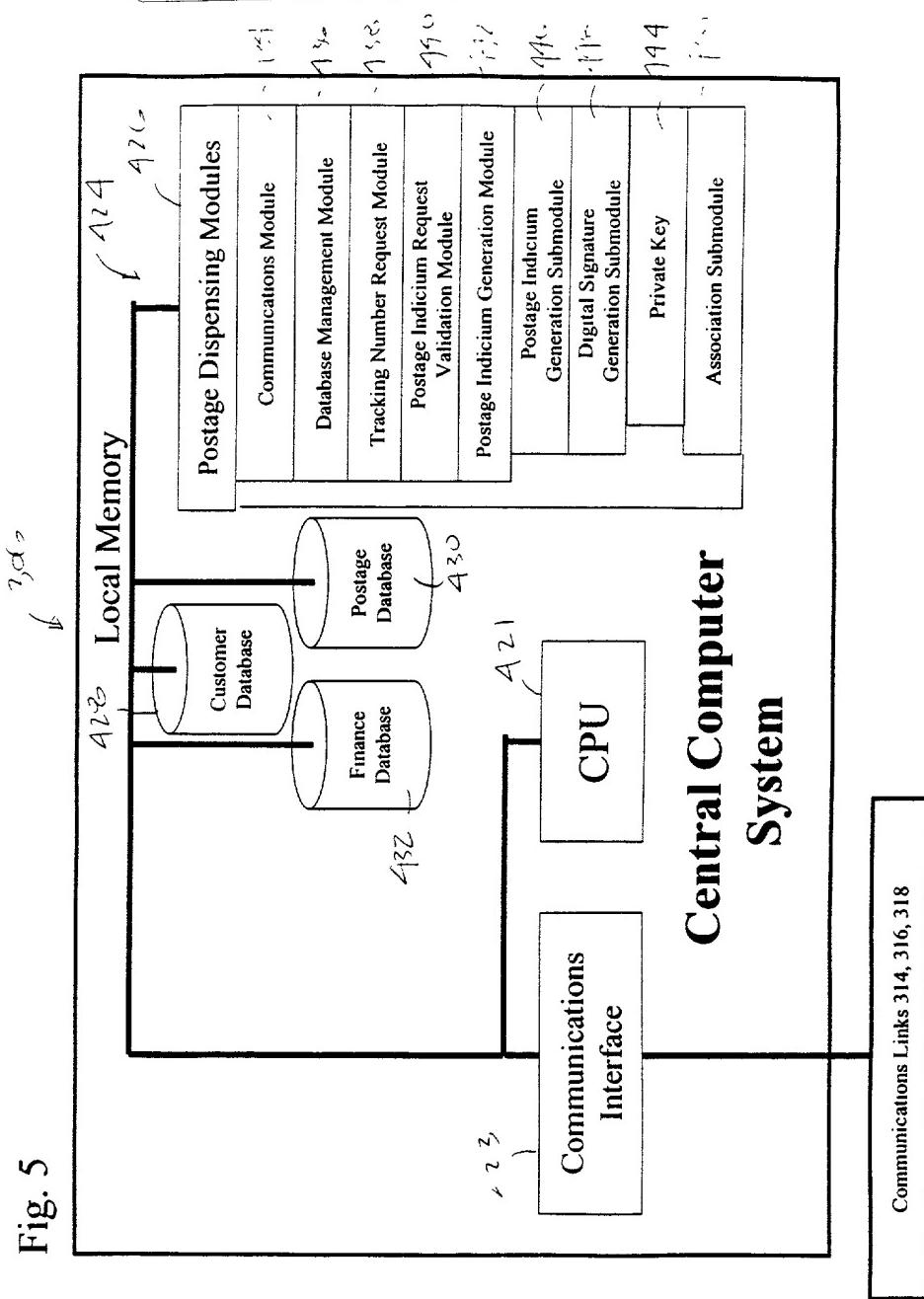


Fig. 4 402
403

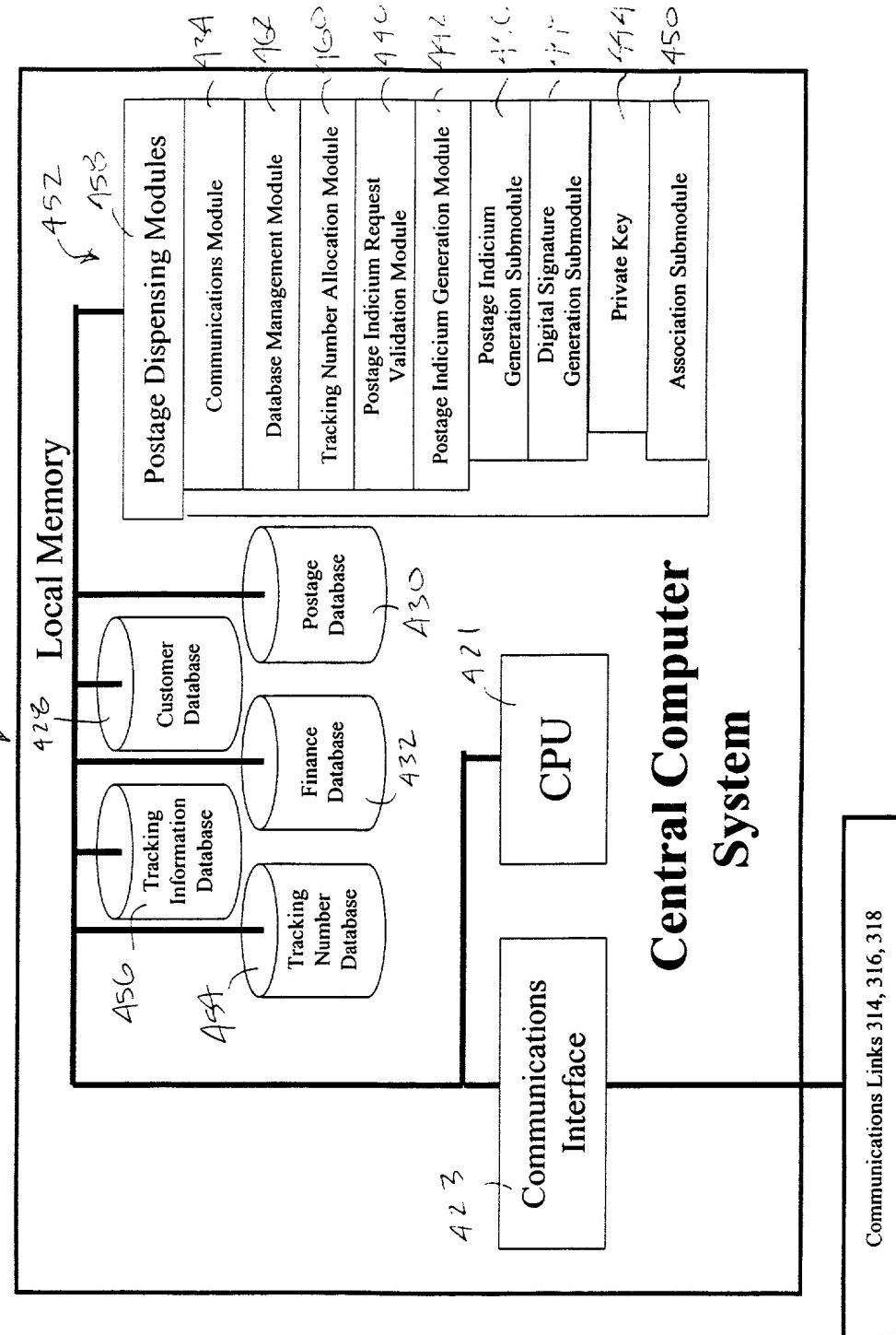


Communications Link 314, 322



Communications Links 314, 316, 318

Fig. 6



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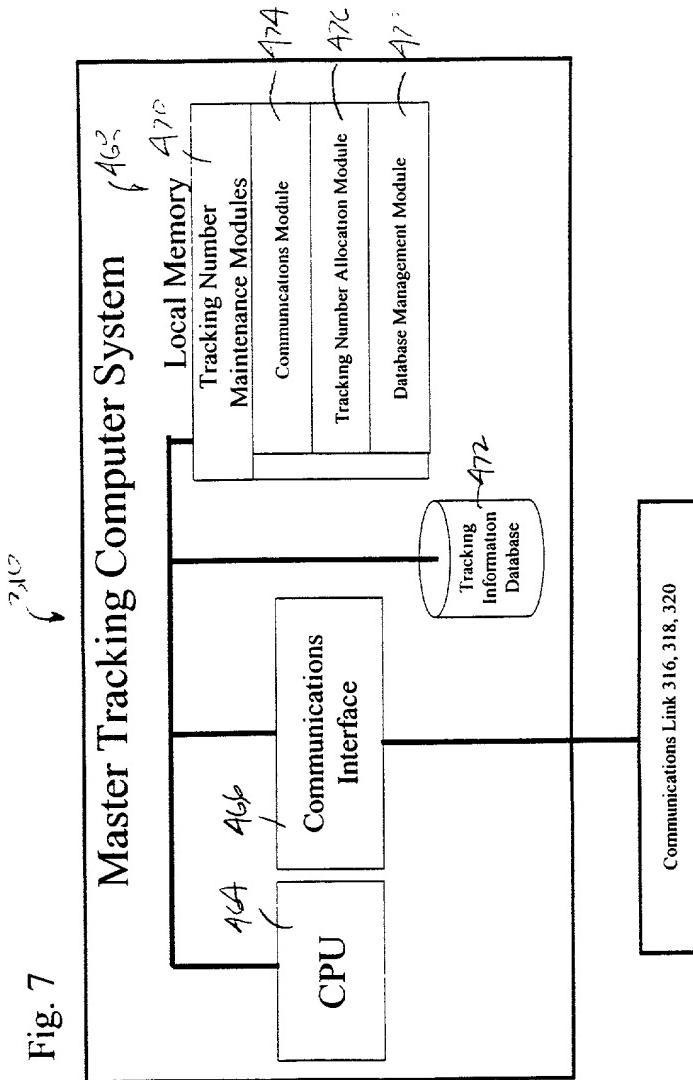


Fig. 8
312

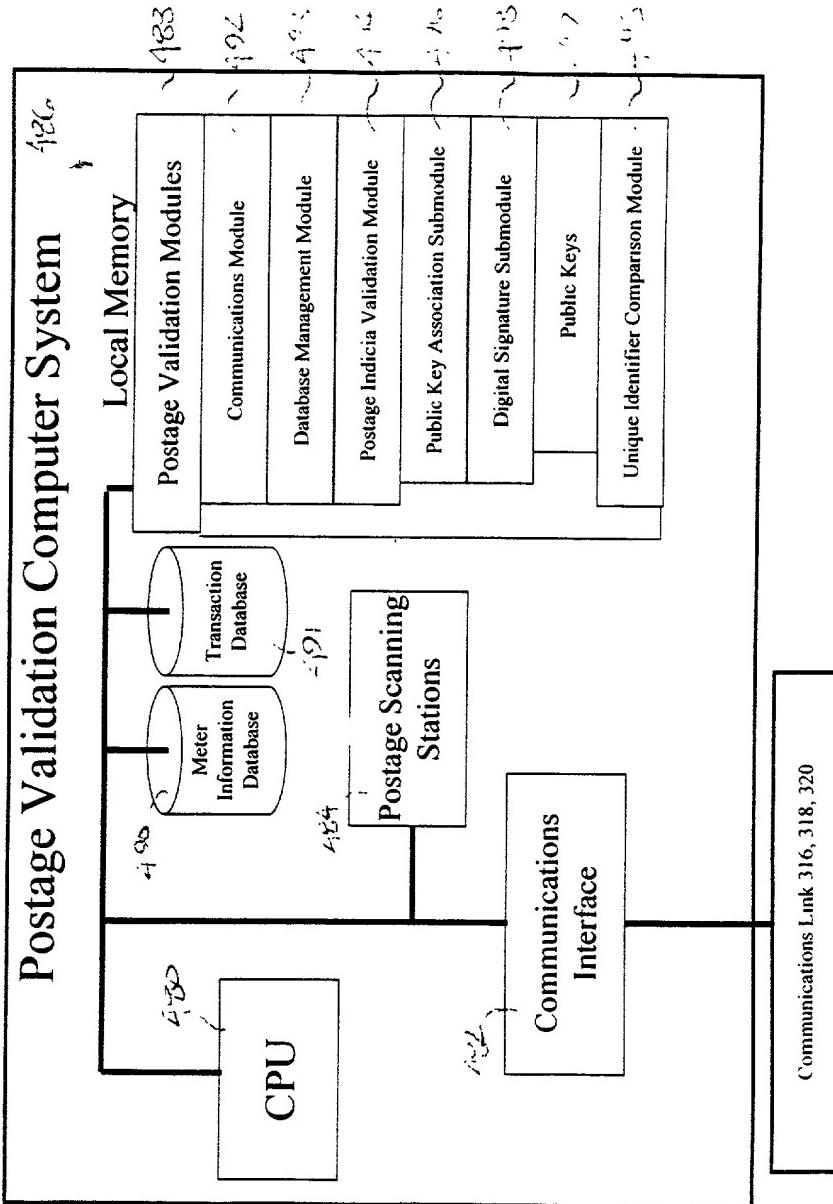


Fig. 9

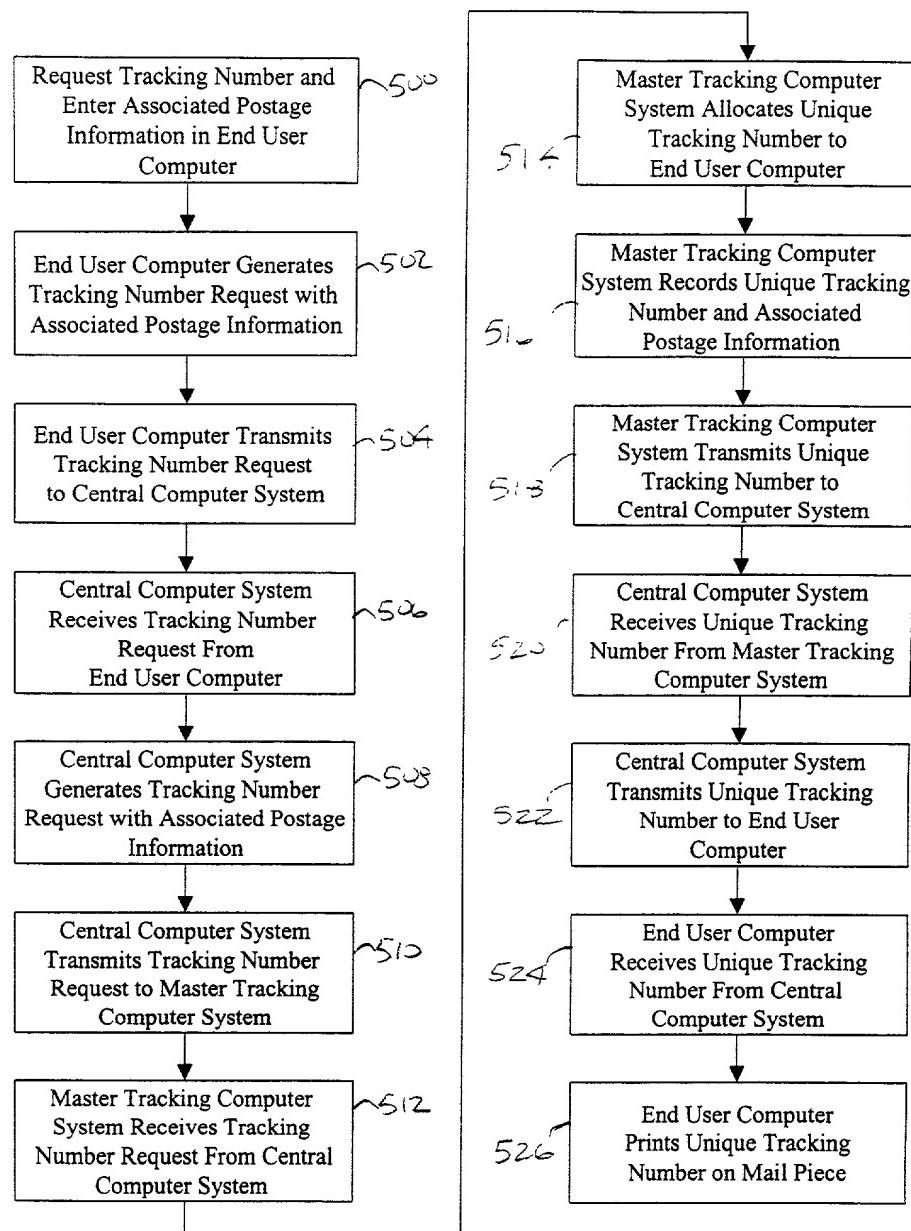


Fig. 10

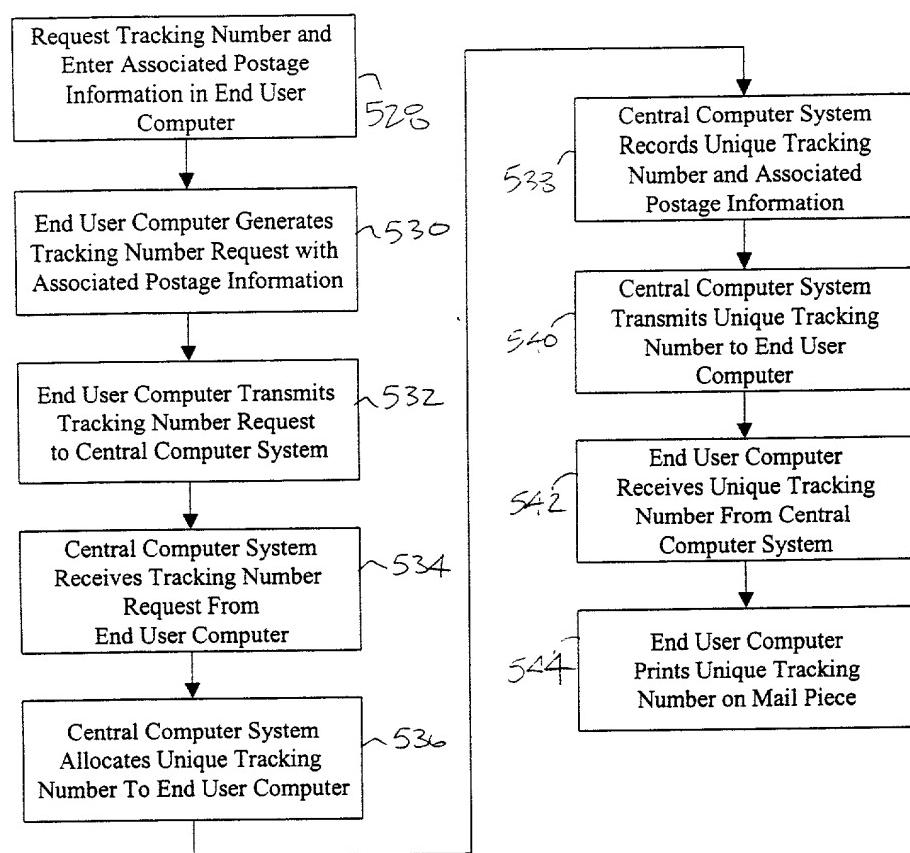
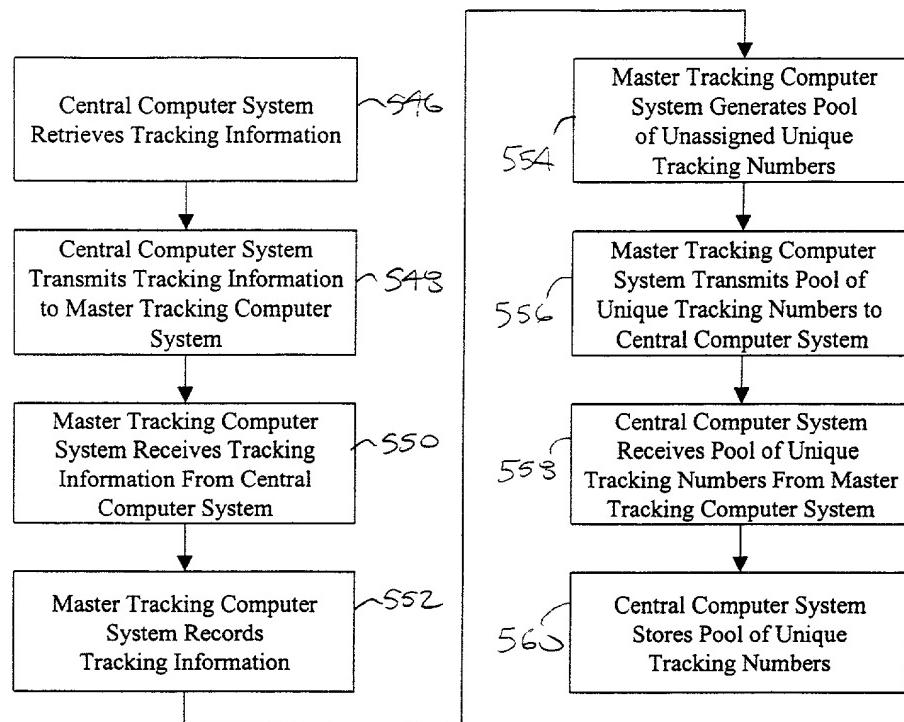


Fig. 11



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Fig. 12

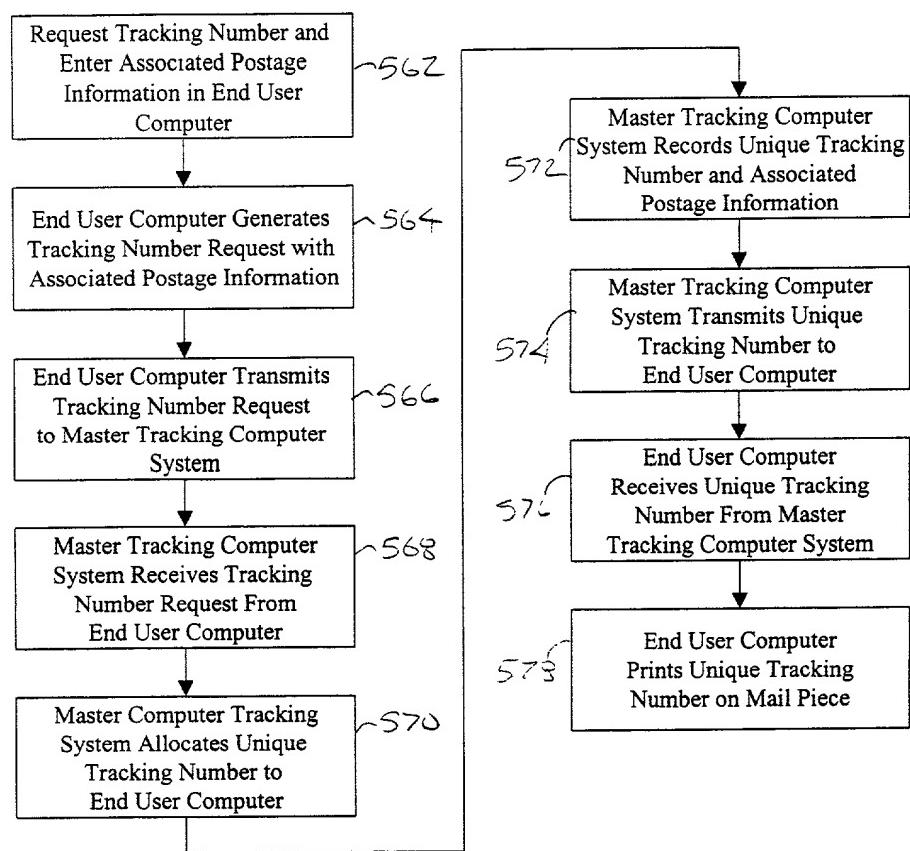
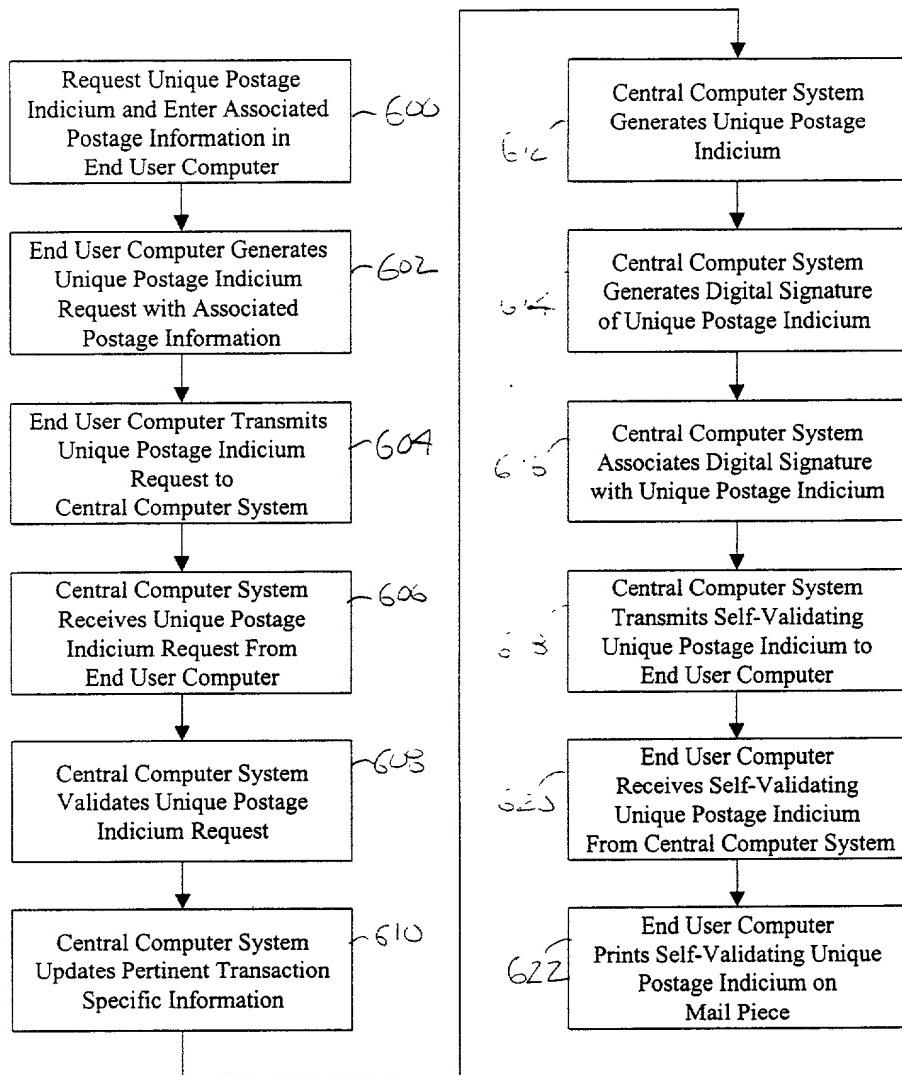


Fig. 13



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Fig. 14

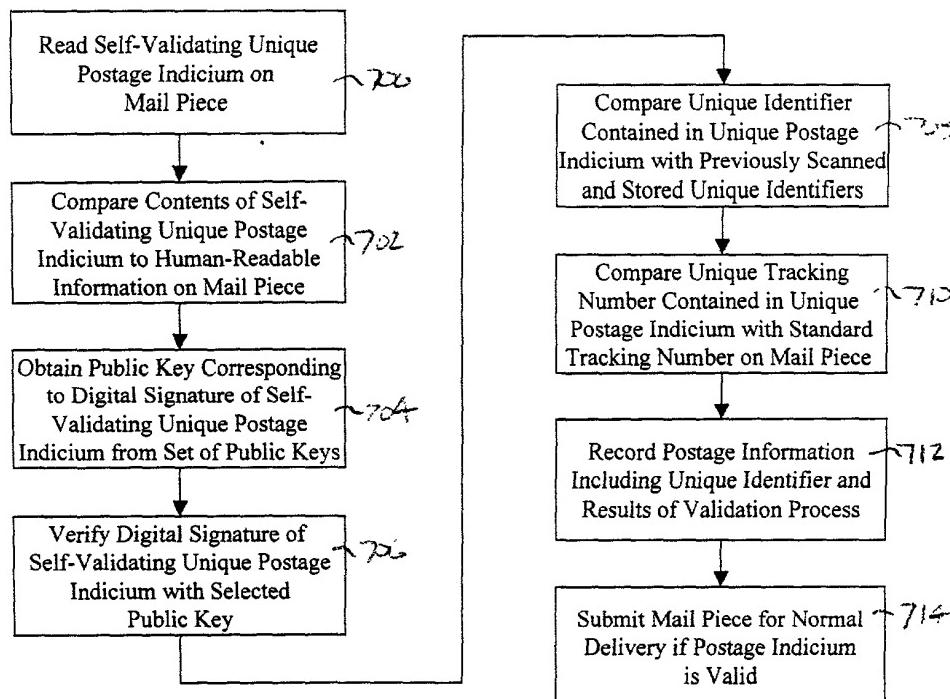


Fig. 15

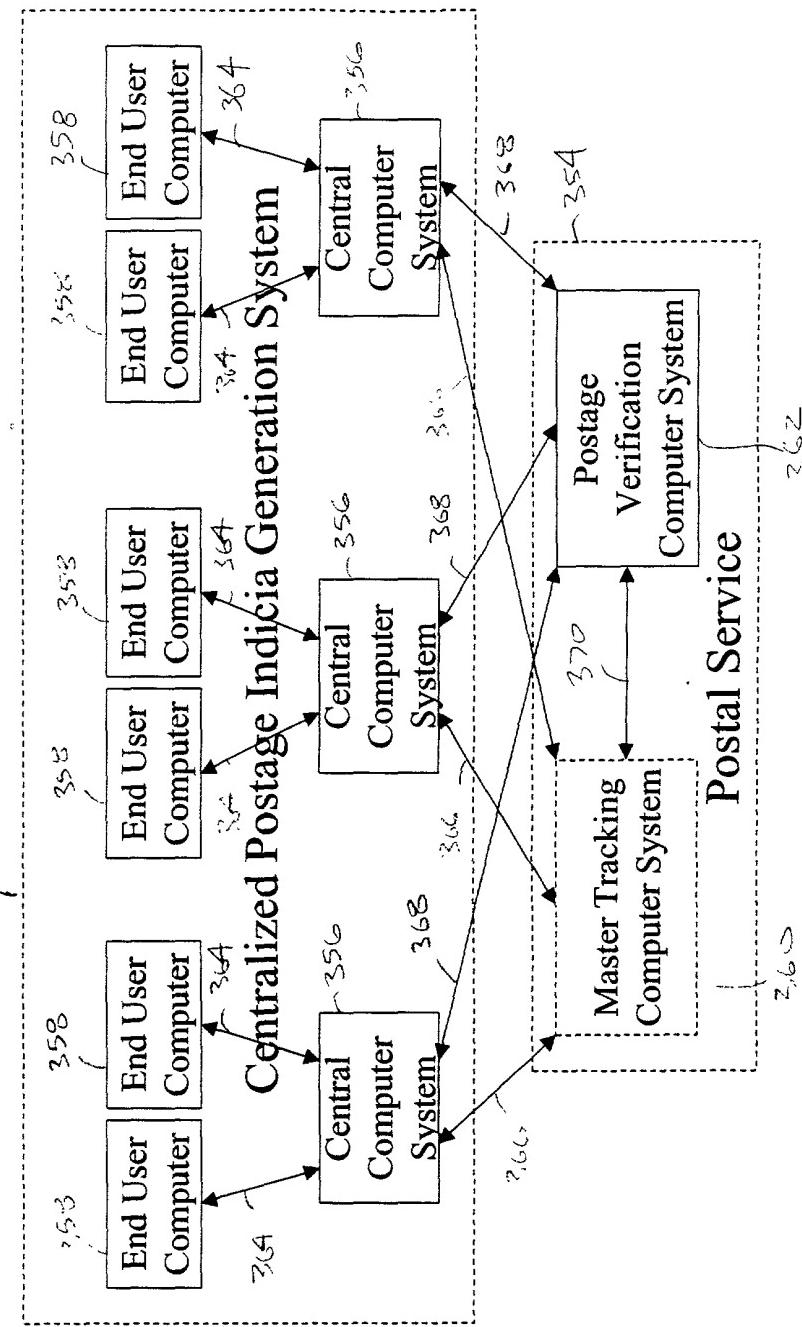


Fig. 16

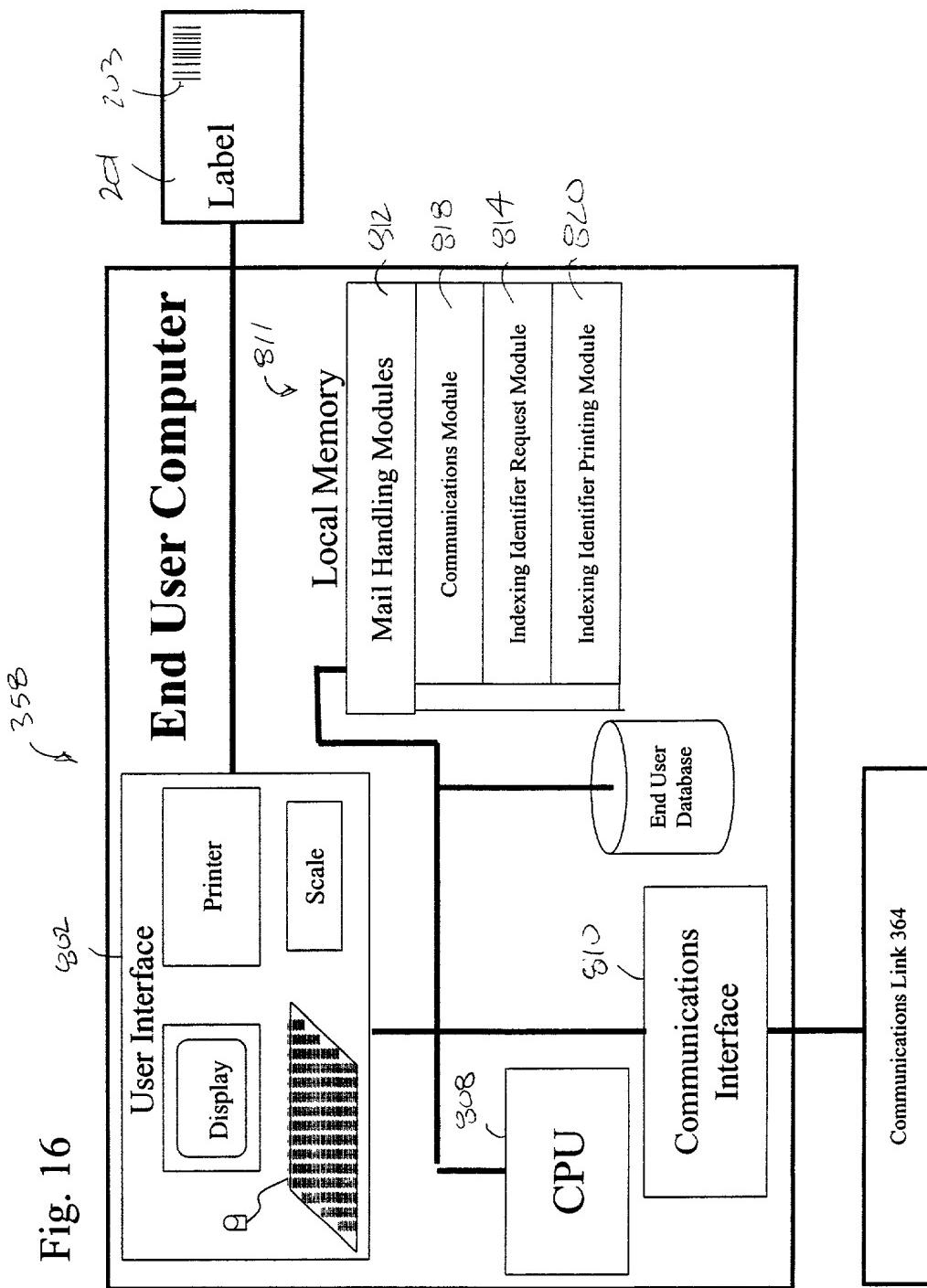


Fig. 17 ✓ 350

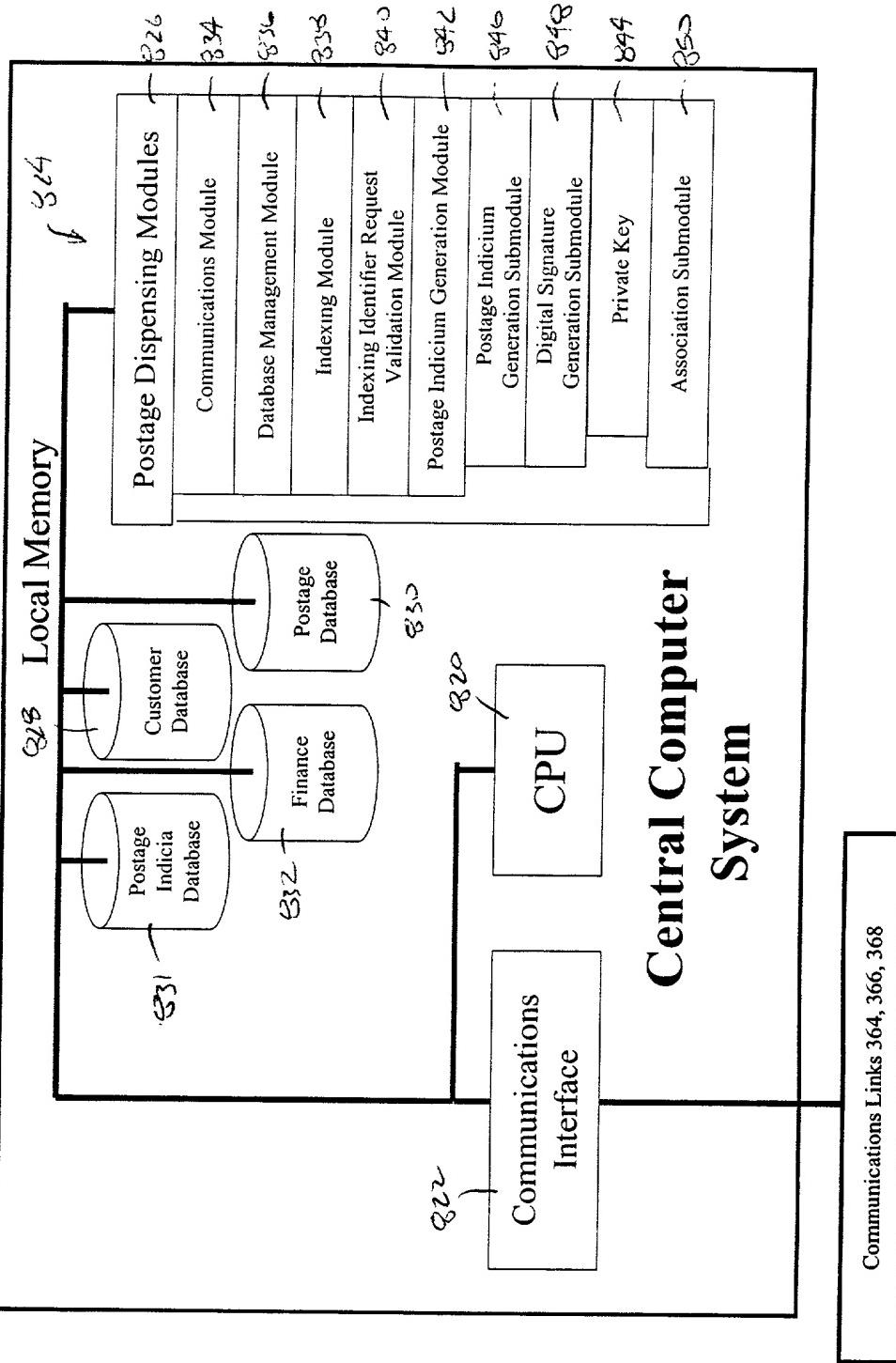
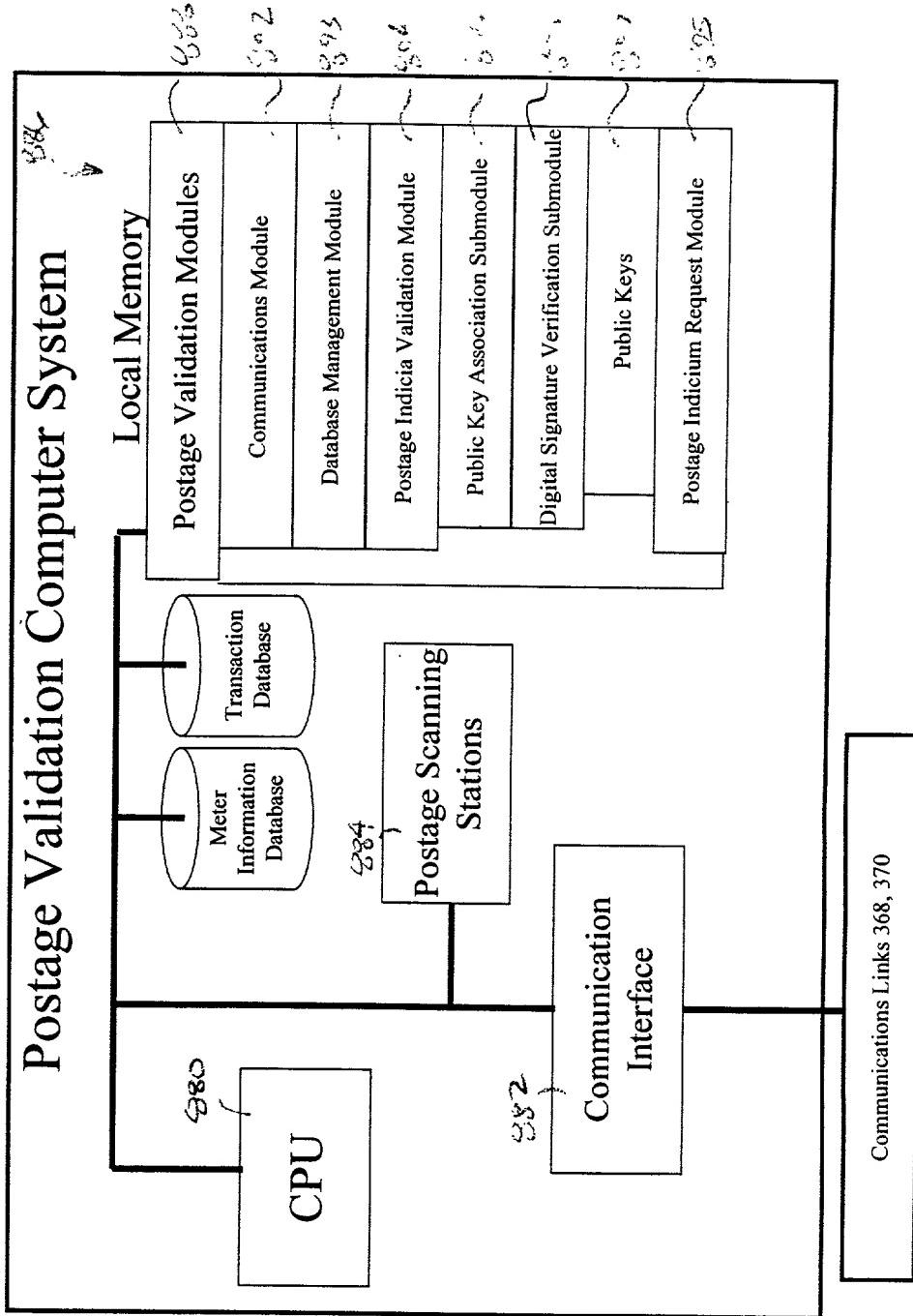


Fig. 18

36,2



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Fig. 19



Fig. 21



Fig. 20

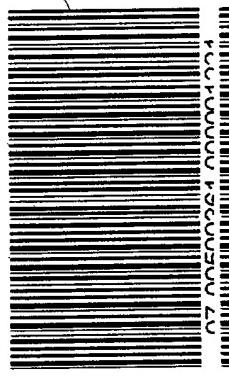


Fig. 22

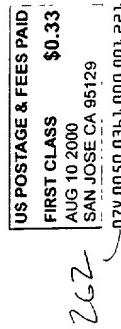
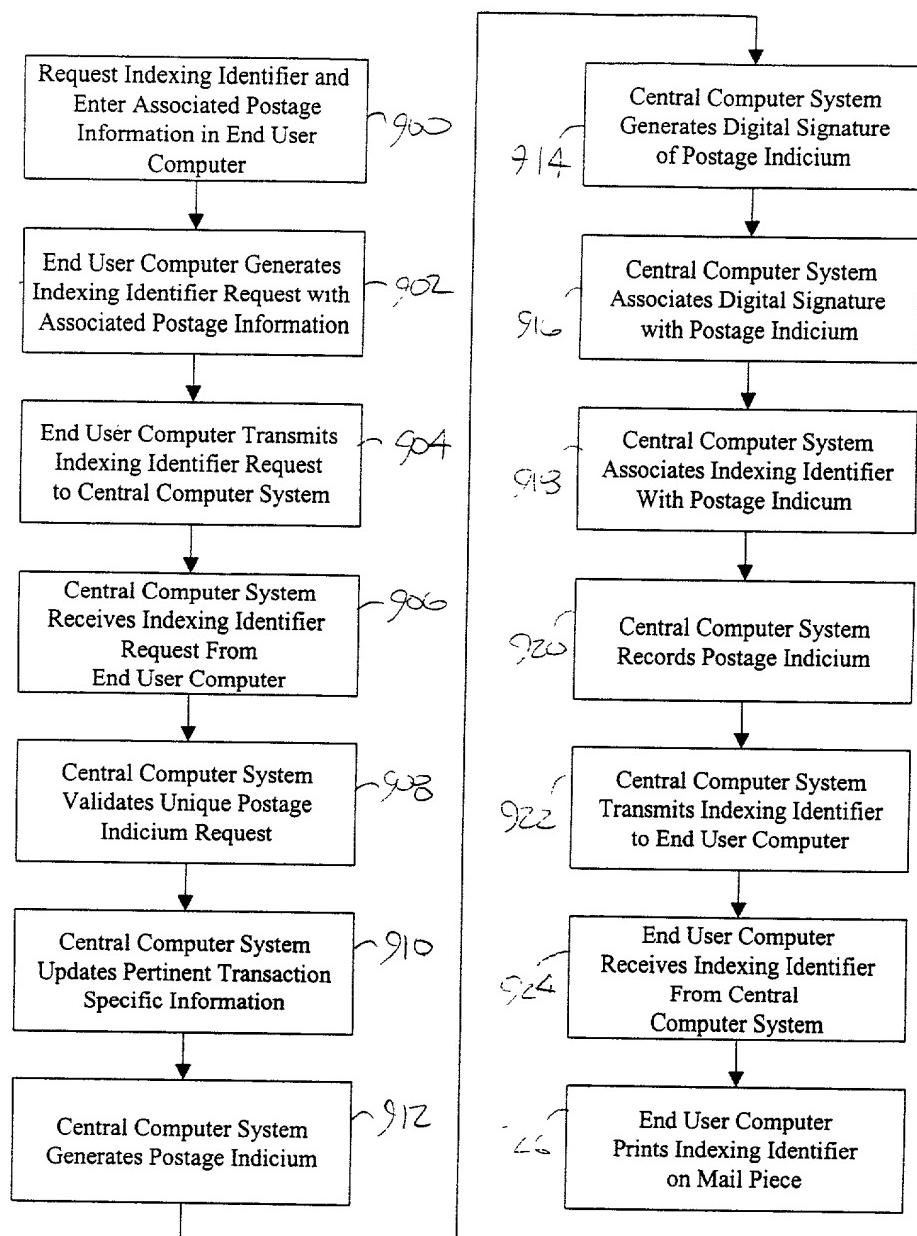


Fig. 23



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Fig. 24

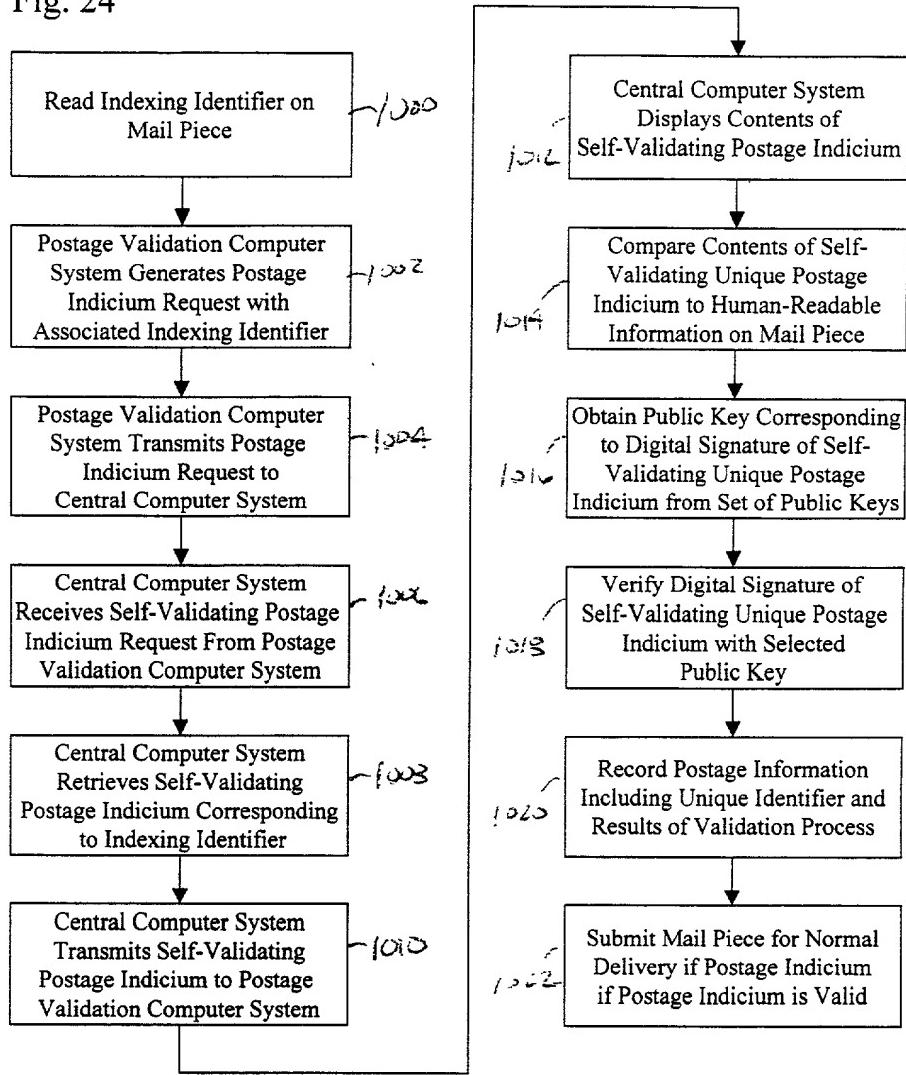
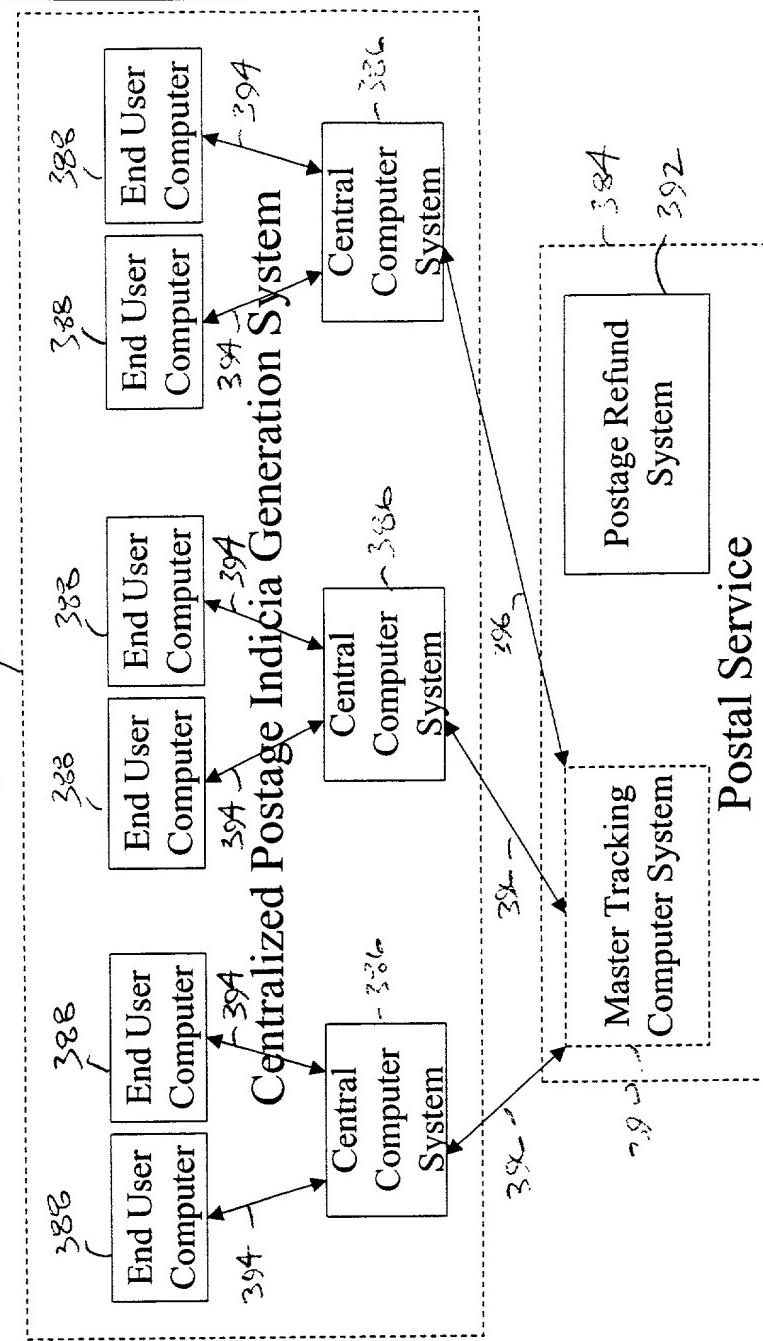


Fig. 25



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F16. 26

Endicia Internet Postage - Duplicate Transaction Audit Microsoft Internet Explorer

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Please enter a valid serial number

GO 500361

Transaction	Destination	Service Class*	Postage	USPS Transaction Status/Description
Piece No: 21907 Printed at 17:35:57 Item Not Refunded Eligible for Refund Refund	Customer Name Company Name Address Line 1 City, ST Zip+4 Email: none	Priority Mail w/ Delivery Conf	\$ 46.25	Accepted in Route (S) Your item was accepted at 10:00 pm on August 21 in PALO ALTO CA 94301
Piece No: 21909 Printed at 17:48:33 Item Not Refunded Non-Refundable Status Code: D	Customer Name Company Name Address Line 1 City, ST Zip+4 Email: none	Priority Mail w/ Delivery Conf	\$ 46.25	Delivered (D) Your item was delivered at 1:04 pm on August 22 in MEMPHIS TN 38134

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F16. 27

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Duplicate Same-Day Transaction Audit

Please enter a valid serial number

GO [500361]

Account	Transaction Date	Destination ZIP	Service Class	Postage	Action
500361	6/28/2001	56201-2654	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/28/2001	92055-5001	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	07601-7302	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	33409-6407	Priority Mail w/ Delivery Conf.	\$ 3.50	Get Status
500361	6/29/2001	44110-3572	Priority Mail w/ Delivery Conf.	\$ 3.50	Get Status
500361	6/29/2001	53713-3700	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	60030-7818	Priority Mail w/ Delivery Conf.	\$ 3.50	Get Status
500361	6/29/2001	60468-4131	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	78754-4558	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	80301-2515	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	89119-3064	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	93611-0503	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/29/2001	94544-7040	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	6/30/2001	77081-2912	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status
500361	7/2/2001	55381-1895	Priority Mail w/ Delivery Conf.	\$ 3.95	Get Status

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F16.28

Endicia Internet Postage - Refund Pattern Audit - Microsoft Internet Explorer

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Refund Pattern Audit

Starting Date 07/10/2001 Ending Date 10/10/2001 Refund Threshold (%)

Starting Time (GMT) 00:00:01 Ending Time (GMT) 23:59:59

Currently 10/10/2001 @ 22:37:54 GMT

Account	Refunded by Physical Proof	Refunded by Audit	Postage Printed	Notes
501728 Customer Name	174 11.8% \$ 269.28 11.6%	0 0% \$ 0.00 0%	1510 \$ 2,580.64	+
501611 Customer Name	7 100.0% \$ 21.34 100.0%	0 0% \$ 0.00 0%	7 \$ 21.34	+
500261 Customer Name	5 13.2% \$ 20.23 40.0%	0 0% \$ 0.00 0%	38 \$ 50.66	+
502033 Customer Name	2 2.6% \$ 125.18 13.4%	0 0% \$ 0.00 0%	70 \$ 967.33	+
501588 Customer Name	1 4.8% \$ 3.50 26.0%	0 0% \$ 0.00 0%	21 \$ 12.46	+

Report Summary

Cumulative Data	Number	Amount
Refunded by Physical Proof	189 08% \$ 464.53 08%	
Refunded by Audit	0 00% \$ 00 00%	
Postage Printed	249,658	\$ 604,307.26

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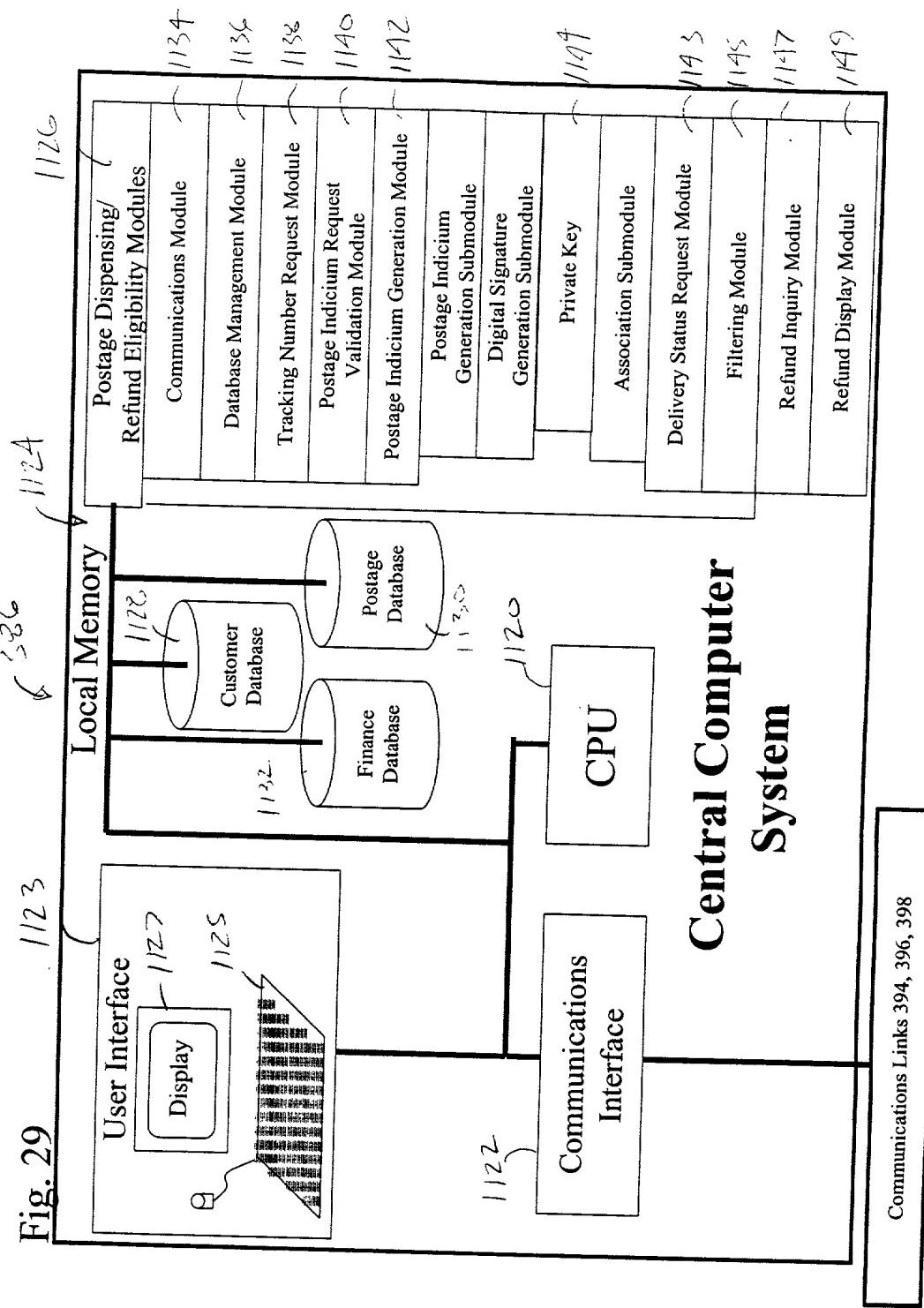


Fig. 30

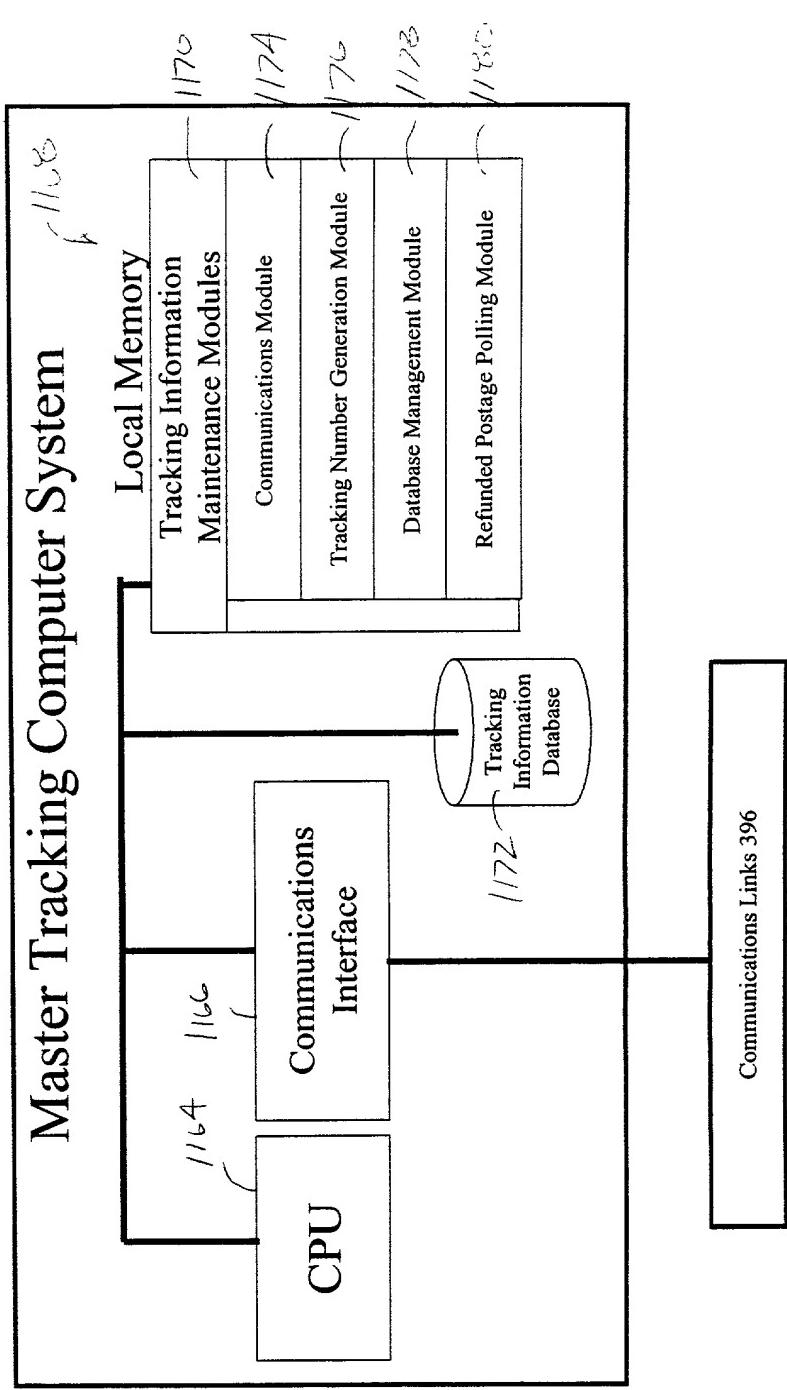
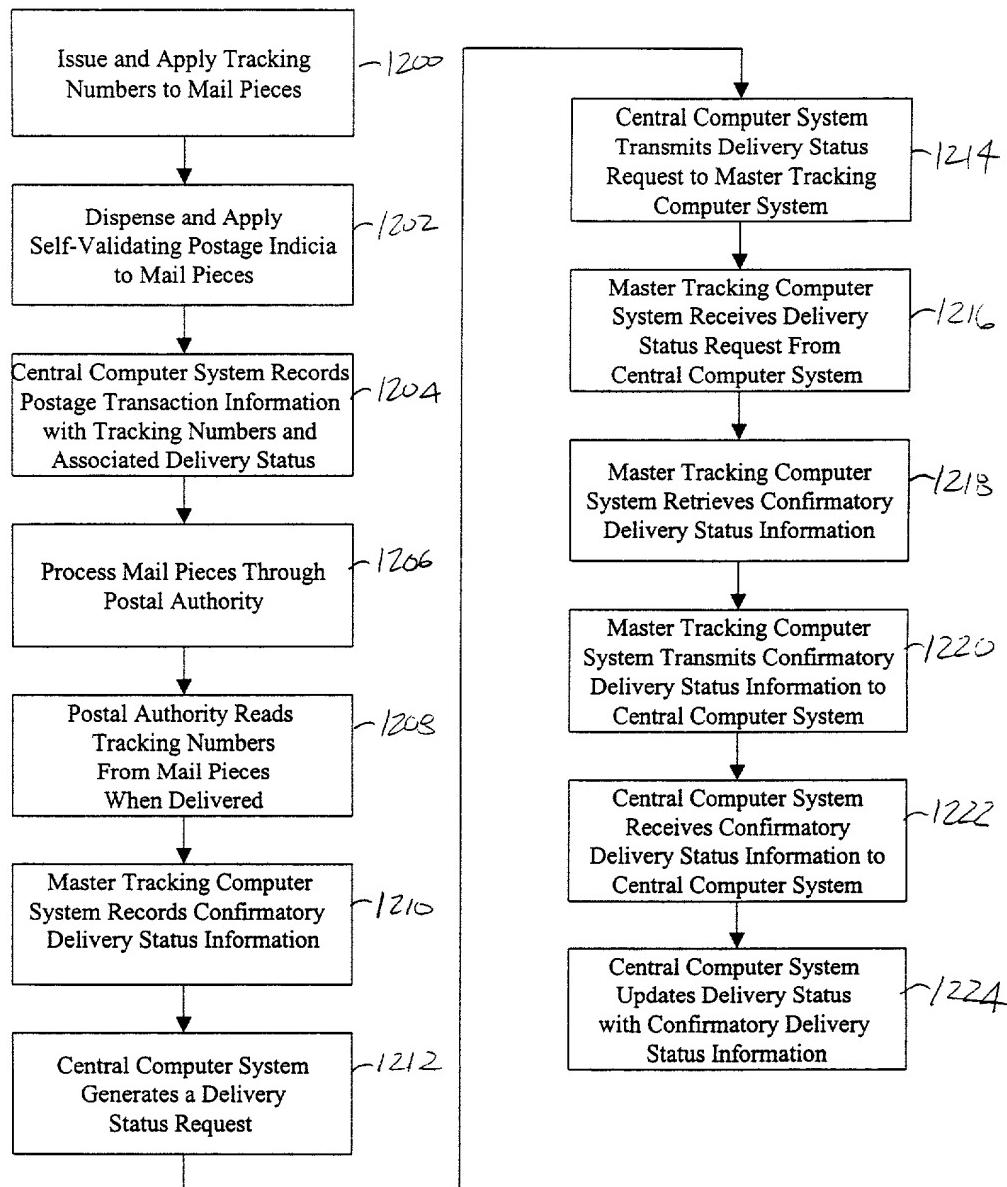


Fig. 31



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Fig. 32

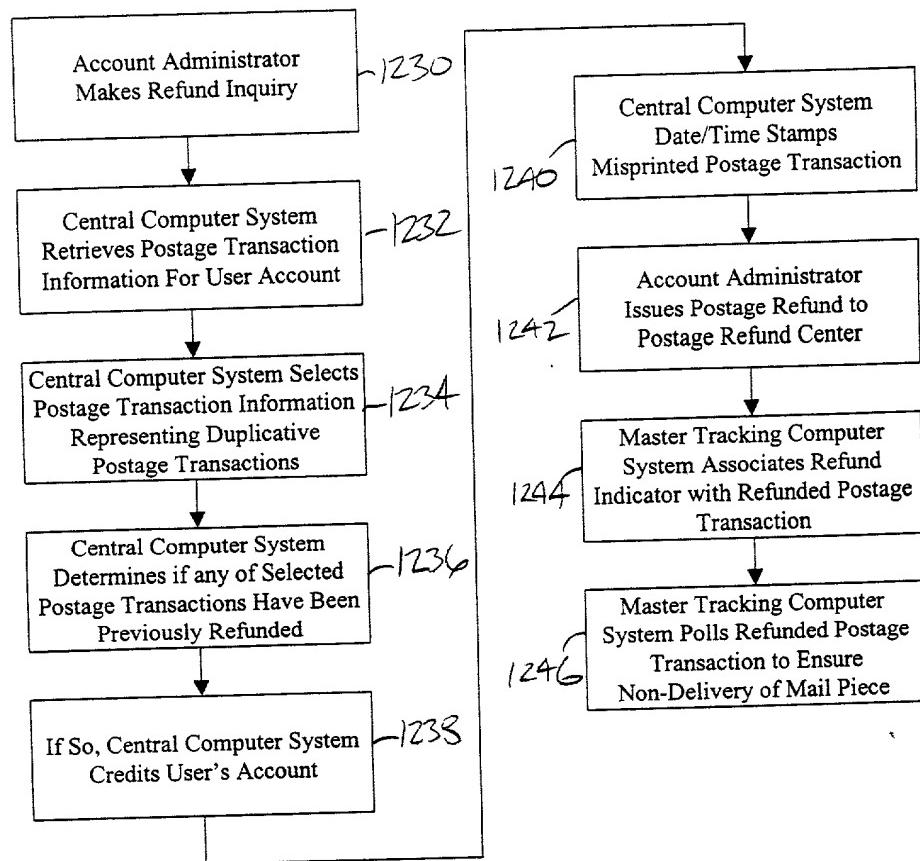
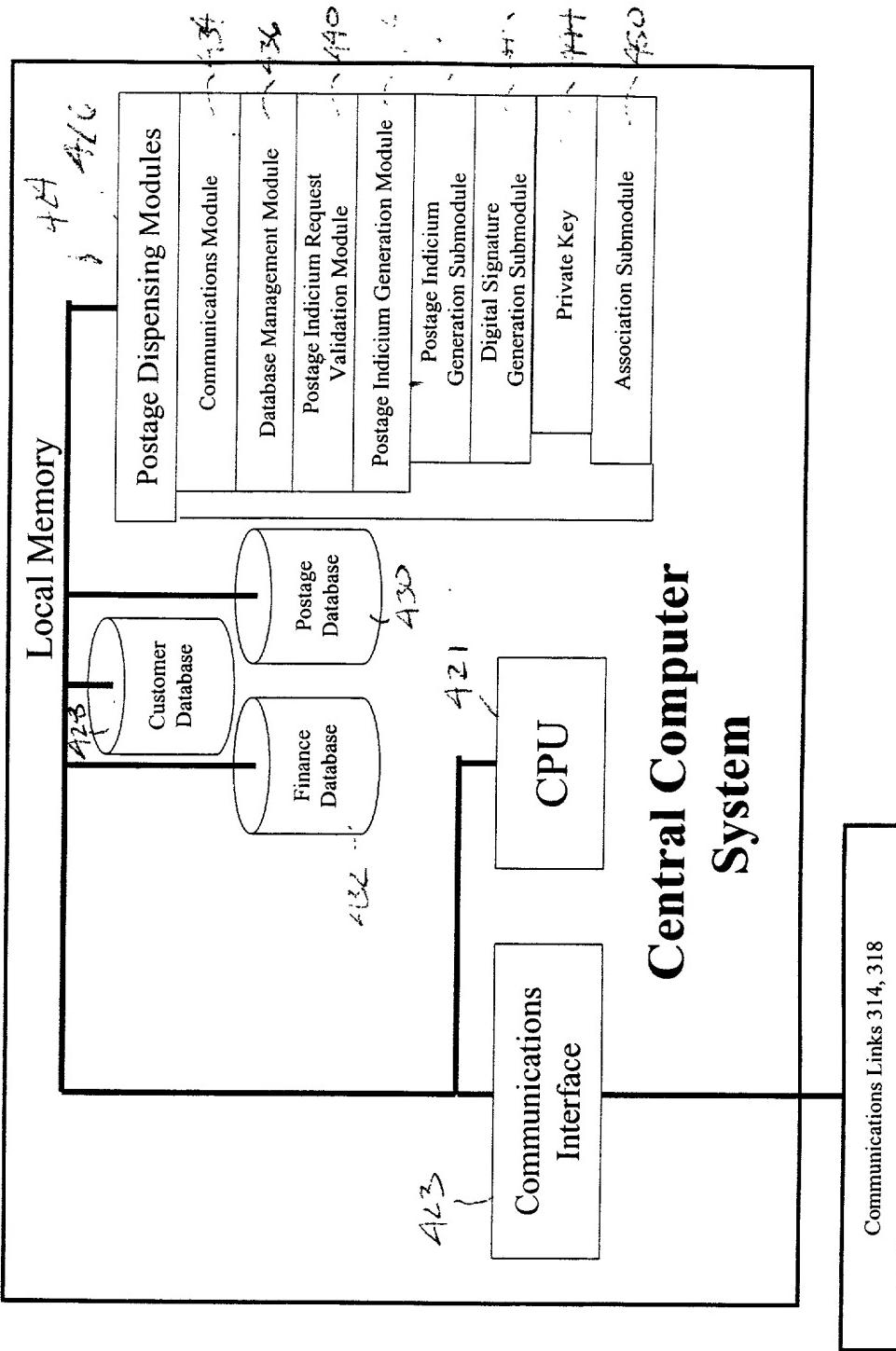


Fig. 33



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Fig. 34

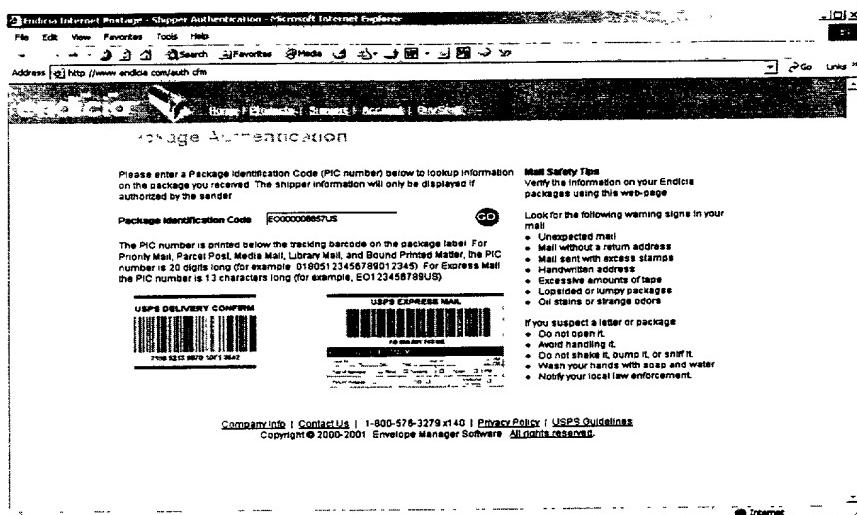
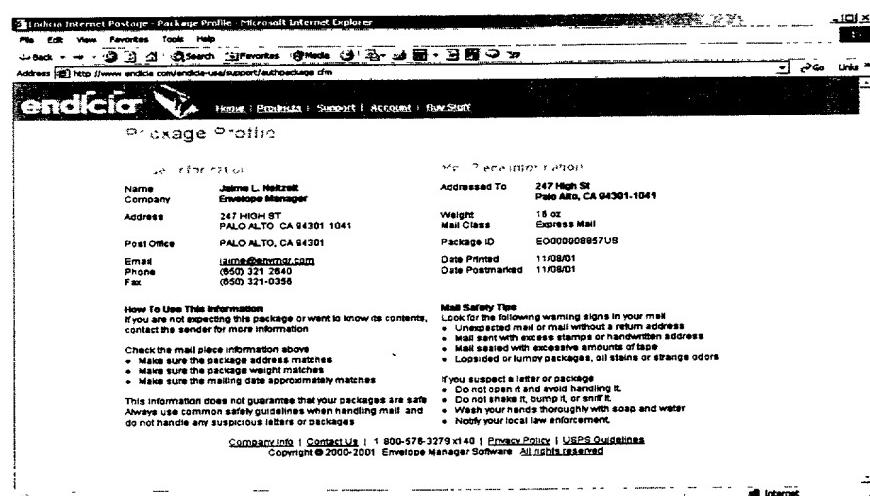
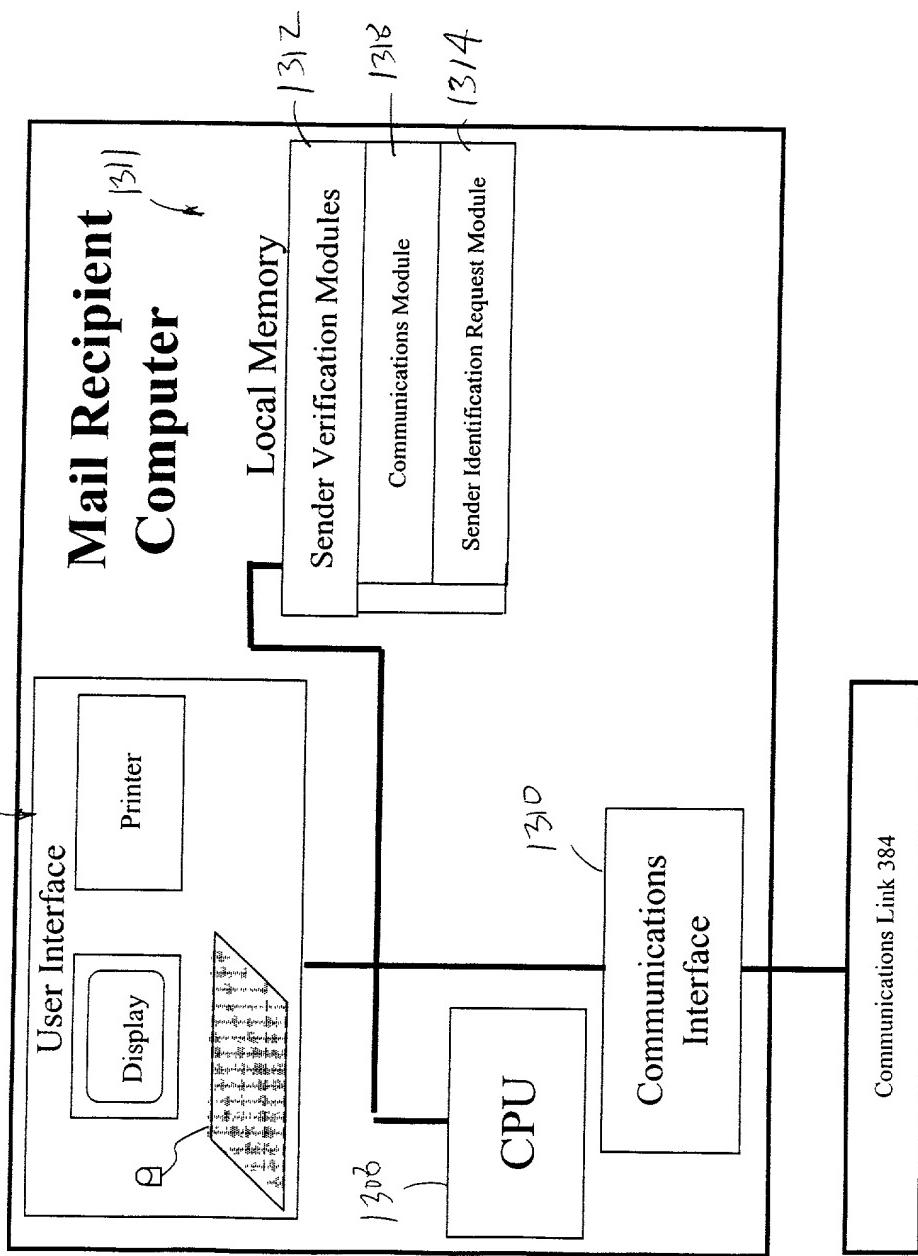


Fig. 35



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Fig. 36 1302 1378



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Fig. 37

